



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Effective Team Working and Communication (BMSW4002)

-Dr. Akinseye Aluko

ETW Assessment 2
Online Group Presentation

Trawsnewid Addysg; Trawsnewid Bywydau
Transforming Education; Transforming Lives



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Introduction.

- Thanks for inviting us.
- The key focus of this presentation is to introduce you to **effective team working**, address your **concerns** and help you **build** your **team**.
- We hope that you will find the information here is useful.
- If you need any help, please reach out to a member
enquiries@optimo.co.uk or via phone at 0121 212 23234

Optimo



Consultancy
teams for the workplace

Benefits of Team Working.

- Team dynamics/ benefits of team
- Effective communication
- Tuckman's team development
- What can we do to help you?

Understanding your problem.

- Sales and marketing 15, finance 20 employing 35 staff.
- The two executives locked in a serious conflict.
 - Is it only between the two executives?
 - Is it due to the difference in opinion?
 - Is it person-to-person or a departmental conflict?
 - Is there a communication issue?
 - Are there any cultural elements attached to it?
 - Is it historical? How long this has been going on for?
- Interviewing everyone in the two teams individually – emotions, views?
 - What is causing it?
 - What is working? what is not?
 - Who is responsible for what? What is your role?
 - Identify the dysfunctional individuals.
 - Who gets the credit?
 - Reviews - company? department? boss?
 - Identify the allies to implement the change.
 - Your thoughts on managing differences.
 - Where is the alignment stands?

Team roles

What are you responsible for?

Sales & Marketing

- Identify marketing opportunities
- Implementing sales strategy
- Retaining customers
- Websites, Social media
- Promotions
- Brochures, Mailshots
- Making sales
- Analytics

Finance

- Payments receive
- Supplier payments
- Payroll
- Reconciliation
- P&L accounts
- Tax and regulations

- Budget
- Forecasting
- Planning
- Reporting

Team dynamics

Organizational conflicts

Cultural barriers, lack of communication, deadlines missed, problems with the wider organisation, conflicts within teams, lack of career progression/ leadership

Team interactions

Being able to interact with colleagues to listen understand their point of views

Strengths

- Good listener
- Body language
- Hand gestures

Weaknesses

- Not listening to others
- Failure to cope with nonverbal clues
- No respect and understanding

Communication styles

- Aggressive
- Passive /Aggressive
- Assertive

Belbin's Theory on Team Dynamics

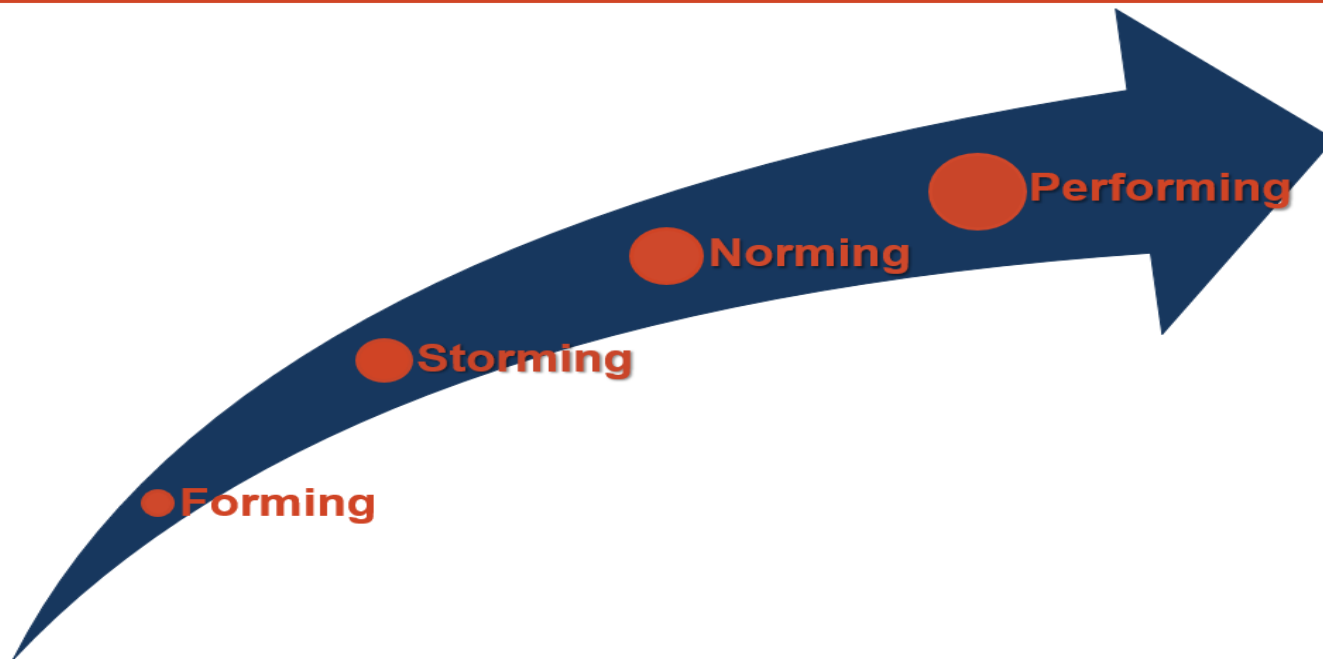
Belbin suggests that 'by understanding your role within a particular team, you can develop your strength and manage your weaknesses as a team member, and improve how you contribute to the team. if team members have similar weaknesses, the team as a whole may tend to have that weaknesses'

Stages of team Development

Fostering Self-Organizing Teams

@fadistephan | @kaizenkollc | kaizenko.com

Tuckman Model



http://wikipedia.org/wiki/Tuckman%27s_stages_of_group_development

Stages of team Development

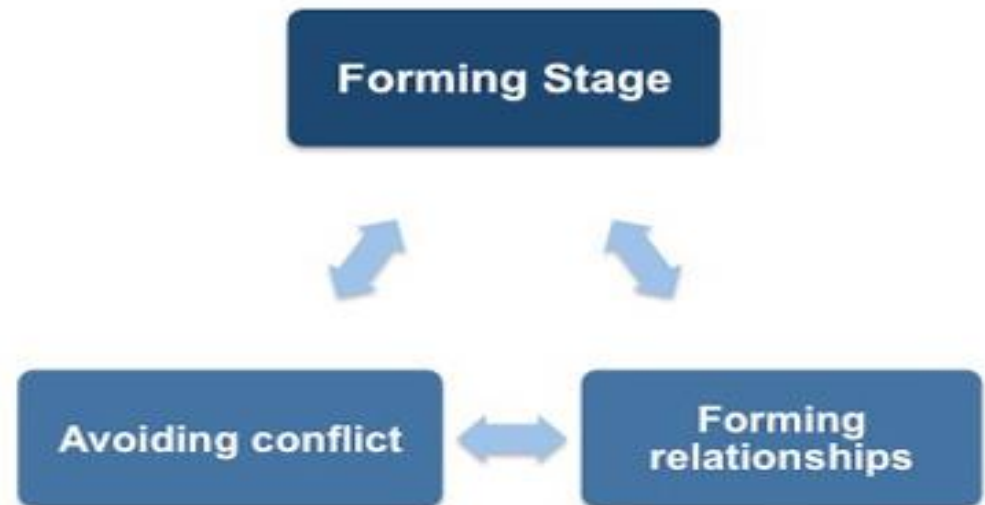
The first stage is bringing together a group of individuals.

It is understood what the purpose is and is assigned to each task. A very important step to collect impressions and information about others in the group.

At this stage conflicts are avoided, and a relationship is formed between members



Forming



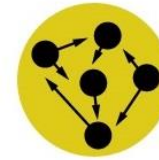
Stages of team Development

At this stage, team members begin to open up and face other opinions, ideas and perspectives.

Each member must know how to perform the task individually or collectively.

A good manager has a very important role at this stage:

- Offer support
- Control conflict
- Aid or explain decision
- Listen all members



Storming



Stages of team Development

Team members know each other better, learn more about others and develop tools such as how to work in a team, how to solve problems. Feelings of cohesion, mutual respect, trust and of course the pleasure of working in a group appear.

A group that cares about each other and is motivated becomes a strong team that will work better.



Norming



Stages of team Development

At this stage you are already a competent and capable team that can make decisions, listen to opinions and manage without supervision. The team enjoys work that is done efficiently. Decisions are made easier than in previous stages



Performing



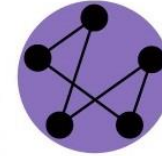
Stages of team Development

If a group has fulfilled its goals and objectives, it will move into the
adjourning stage.

At this stage it is important to achieve closure for the group on a
positive note

Therefore, it is important to recognize the members of the group for
their achievements and to celebrate the overall success of the group.
Group members may also feel a sense of loss when group work ends.

I found these stages of team development quite relevant to what you
are going through as an organisation.



Adjourning

Managing conflicts

Types of conflicts:

- Person-to-person conflict;
- Departmental conflict;
- Differences in opinion;
- Communication issue;

Expected outcome:

- The groups will learn how to identify and classify the conflict, than will understand how to solve it.
- The groups will focus on different practical tips and techniques for managing the conflict.
- The organisation will create an environment that moves consistently toward healthy conflict situation.

Group activities:

- The groups will have to participate in the group activities
- The groups will learn the assertive techniques for a better communication, understanding the problem, avoid the conflicts

Managing conflicts

- Using Belbin team roles can offer to the individuals a greater understanding of their strengths. This is leading to a more effective communication in the team.
- Although there are nine Belbin team roles, it doesn't mean that every team need to have nine people. Most people have two or three Belbin team roles, and this can change in over time.
- It is necessary to look first at the team objectives, than every team member have to work out which tasks need to be undertaken.

Managing conflicts

During the group activities, the team member will learn to:

1. Stop feeling distracted, anxious or frustrated about the conflict;
2. Use constructively the differences of opinion, leading to growth and creativity;
3. Identify warning signs and will prevent or minimise conflict before it starts;
4. Create a safe work atmosphere environment that is leading to open communication and trust.
5. Establish the conflict resolution, procedures for the organisation.
6. Stop the conflict and tension to fester, that is leading to long term consequences.
7. Use strategies and powerful communication skills to prevent the conflicts.
8. Know your conflict style and how to ameliorate your reactions.
9. Know when to intervene and how to apply the conflict resolution.
10. Prevent resentments from lingering conflicts.

Managing conflicts

We will implement some effective measures to deal with conflicts:

- Set clear expectations.
- Redesign the workplace. A dimly-lit working environment, a lot of email inbox and telephones that are ringing can raise tensions. It need to change the atmosphere. Understanding the environment that hybrid teams need to work effectively together is essential for the company.
- Implement an open-door policy. Addressing the problems clear, up-front it is essential in solving the conflict. People would rather work for an employer that uses open communication over one that offers free food or other things.
- Focus on the problem not on the person. When you separate the problem from the person it is possible to discuss the workplace issues.
- Mediate half way from the employees. Some conflicts run so deep that you need an out side help to solve issues. This involves an impartial third party, that is trusting. It can be an HR representative, for example. The mediator will oversee the meeting, with the aim of negotiating, the solution that everyone will handle with.
- Use technology to help solve issues. Technology can, too. A solution that help people have better conversation, can prevent the conflicts in the work place.

Team Formation

- A successful team is composed of people partaking different roles as they bring different skills to the team.
- As such there are some important roles members of every team should have such as:
 - Team Worker
 - Plant
 - Implementer
 - Shaper
 - Coordinator
 - Monitor
 - Resource investigator
 - Finisher

Team Formation continued...

With that in mind, in the longer term we would like to propose you to reorganise the sales and marketing department as well as the finance in different teams as to make everyone's work more efficient.

Team Formation continued...

Team 1: Marketing the first team will be made out of 7 people that will focus on finding opportunities to market existing products as well as analysing the ideas they come up with to find the methods that will most likely to be successful.

As far as roles go, my most optimal set up would be a Plant, a Monitor, three resource investigators, a Coordinator and a Shaper.

Team 2: Sales will be in charge of feedback to the Marketing team regarding their results and potential ideas as well as actually deciding how the products will be sold and seeing that whole process through. This team will have 8 members composed of mainly Monitors and Plants. In addition to the Monitors and Plants there will be a Coordinator and a Finisher present as they will be allow work to be as efficient as possible.

Team Formation continued...

Finance department will be split into 3 teams that will work towards improving the business's financial situation.

Team 3 - The first team will be focus on internal finances as well as trying to find new ways of investing existing assets in order to turn higher profits. This team will be made out of a Plant and a Monitor, together with a Coordinator, a finisher and an Implementor.

Team 4 - The second team will focus on external finance such as their trade credit, loans and any other way they could create revenue and increase profit margins. This team will have the same format as the first team as they are using the same skills just applied differently so it only makes sense to keep the team format similar.

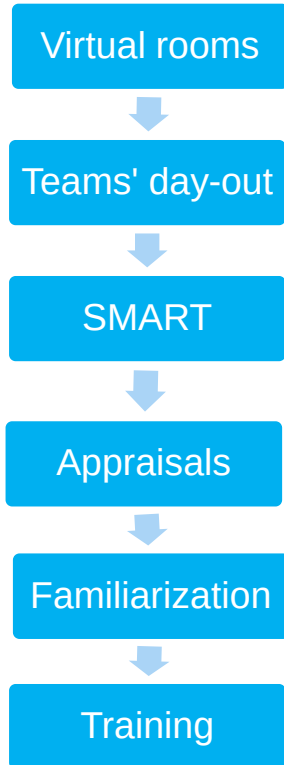
Team 5 - Thirdly this team will focus on expenditure and how the business could use their resources to acquire new assets. This team will be made out of a Plant, a Monitor, a coordinator, an implementer, a team worker and a resource investigator.

Recommendations

What can we do to help you?

- Establish an open and honest communication between the members of the two departments.
- Setting expectations, standards right at the very beginning.
- Understanding strengths and weakness of the members and by supporting them.
- Knowing each other's roles is important.
- We will be focusing on continuous improvements through small, gradual steps - Kaizen.

Team Activities



- Team catch-up
- Virtual Escape Room
- Group activities
- SMART goals
- Appraisals
- Onboarding process
- Policy awareness
- Training
- Equal opportunities Course

Team Activities continued...

HOW TO PLAY THE GAME



Your preparations before the game

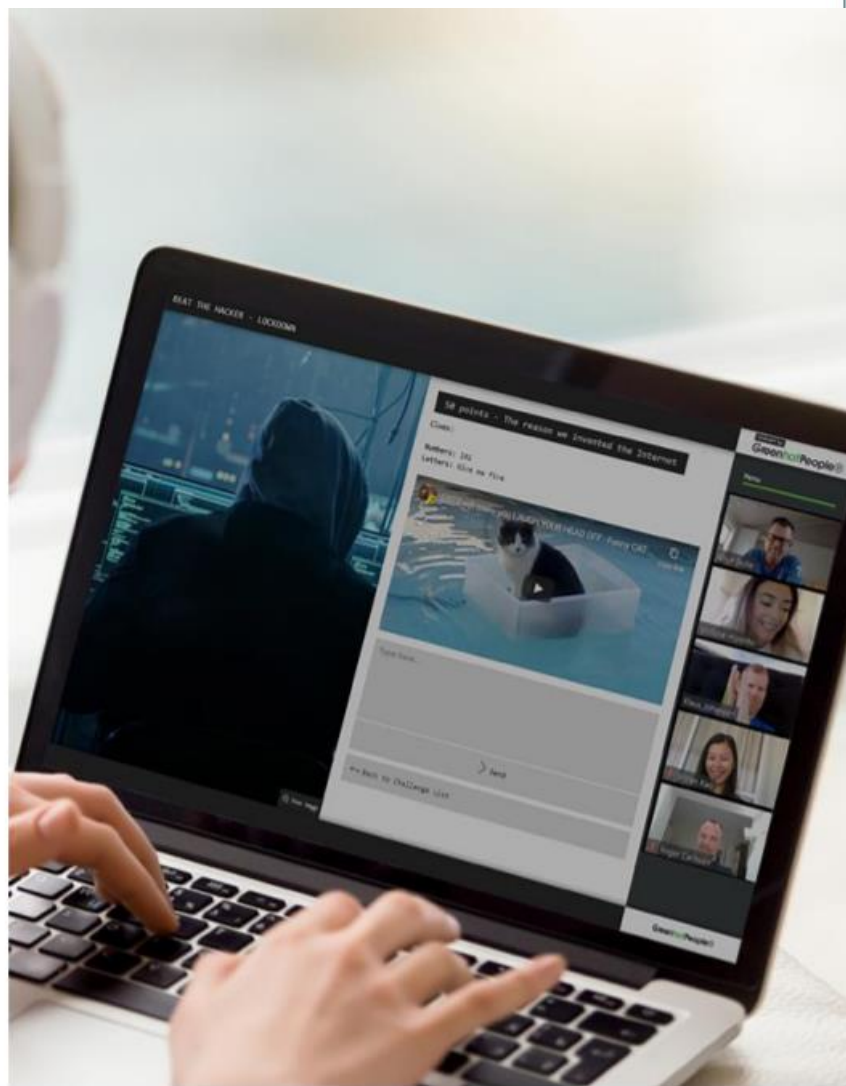
1. Invite your team members to a virtual meeting on Zoom/Teams etc (unless the event organiser has already done this for you).
2. Make sure you have access to the game link (ghplive.com/code). The event organiser will have provided this link to you.



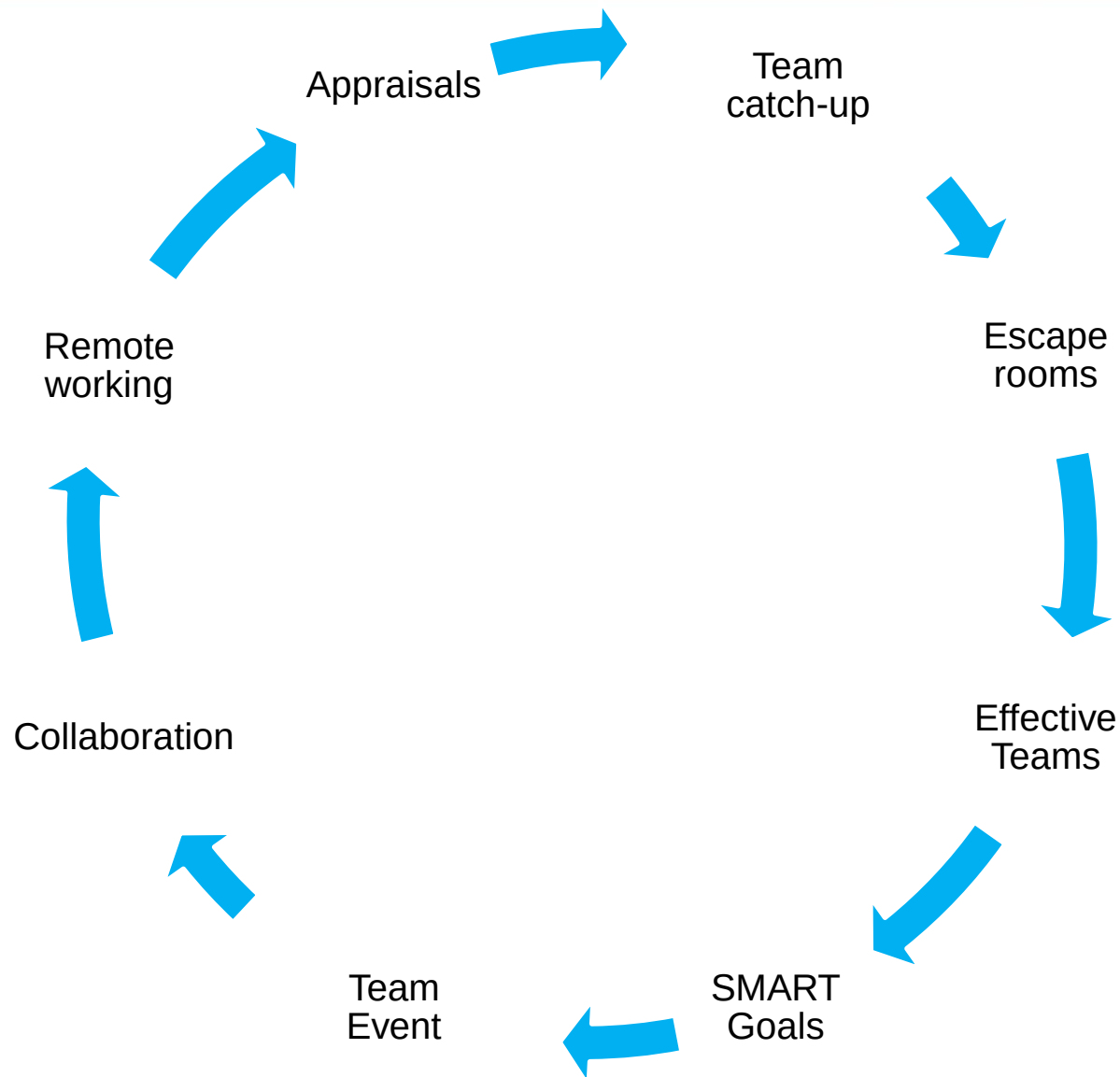
Running the game

1. Click on the game link to start the game in your browser
2. Please use Chrome or Edge
3. Start your virtual meeting
4. Share your screen and computer audio*
5. Enjoy the game and complete as many missions as possible!
6. The game takes around 45 minutes to play
7. At the end of the game you'll see your score on a leaderboard

* Sharing audio: 1. Click the share button 2. Tick the box called Share computer sound (Zoom) or Include system audio (MS Teams) 3. Select a screen to share.



Plan.





- What should we do more of?
- Where do we want to go?
- What do we want to avoid?
- How can we do things better in the future?

Discussion Time

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